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PATENT

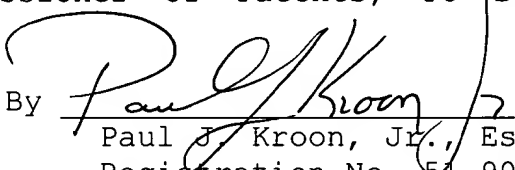
DEC 09 2003

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Saima Khan
Serial No. : 09/398,222
Filed : September 17, 1999
For : SYSTEM AND METHOD OF PROPAGATING
EXCLUSION RECORDS IN A NETWORKED
COMPUTER TELEPHONY INTEGRATION SYSTEM
Attorney's Docket : DAVOX-171XX
Examiner : Ricardo M. Pizarro
Group Art Unit : 2731

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By


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PRELIMINARY AMENDMENT

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Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Technology Center 2600

Sir:

Please amend the above-identified Patent Application prior to examination on the merits as follows: